



Who is the Ombudsman?

The Ombudsman is Dr. Randall Ivany, former Anglican Dean of Edmonton, and previously an Electrical Engineer with a Canadian Electronics firm. He has worked and lived in both rural and urban Alberta since 1960. Born in Newfoundland and educated at the University of Toronto, Dr. Ivany has travelled widely in North America and Great Britain. He was unanimously appointed by the Legislature to the position of Alberta Ombudsman on May 1st, 1974.

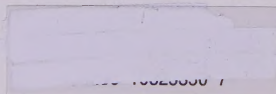
OFFICE OF THE OMBUDSMAN PROVINCE OF ALBERTA



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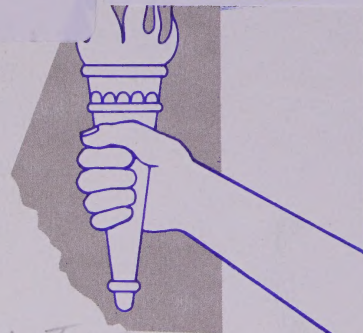
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OFFICE OF THE OMBUDSMAN

"... he can bring the lamp of scrutiny to otherwise dark places, even over the resistance of those who would draw the blinds."

MAY - 6 2015

Chief Justice J. V. H. Milvain
Supreme Court of Alberta
January 6th, 1970.

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Are you aware of The Ombudsman Act of the Province of Alberta? Its formal title is:

"An Act to Provide for the Appointment of a Commissioner to Investigate Administrative Decisions and Acts of Officials of the Government and its Agencies."

That Act came into effect in 1967.

It stems from a realization that the machinery of Government may at times seem cumbersome, complicated, and difficult to approach or to be understood by citizens. The Act was approved by the Alberta Legislature to ensure that any person in this Province who feels that he has suffered some injustice, through the actions of Departments, Agencies, or Officials of the Government of Alberta, may have his complaint investigated impartially. To do so, the Ombudsman Act has created . . .

THE OFFICE OF THE OMBUDSMAN

What is an Ombudsman?

An OMBUDSMAN is a Commissioner, appointed by the Legislature, to investigate administrative decisions and acts of officials of the Government and its Agencies.

Who may place a complaint before the Ombudsman?

Any person, who believes that he has suffered an injustice through the actions of Departments, Agencies or Officials of the Government of Alberta.

Does the Ombudsman investigate complaints against the Federal or Municipal Governments?

No. The Ombudsman has jurisdiction only to investigate matters involving the Government of the Province of Alberta.

Can a Court Case be appealed to the Ombudsman?

No. The Ombudsman does not have authority to investigate or intervene in the process of the Courts of Law. For this, one can appeal to a higher Court.

At what stage can a grievance be brought before the Ombudsman?

Only after all normal channels of appeal have been followed.

What does one do when not sure about the proper procedure or about jurisdiction?

Do not hesitate to call or write the Office of the Ombudsman and explain your situation. A courteous staff is ready to answer your questions and assist with the required information. The address is 729 Centennial Building, and the telephone number is 427-2756, Edmonton, Alberta.

Is it sufficient to phone in a complaint?

No. Section 13(1) of The Ombudsman Act requires that every complaint to the Ombudsman must be in writing.

What about people in Correctional Institutions and Mental Hospitals?

When a letter is addressed to the Ombudsman by an inmate in a Mental Hospital or a Provincial Correctional Institution, then such letter must be immediately forwarded, unopened, to the Ombudsman. His replies to the inmate must also be delivered unopened.

Can the Ombudsman guarantee results with his investigations?

No. The Ombudsman can only guarantee an unbiased and thorough investigation, the results of which may point in your favour, or against it. If the results turn out in your favour, then the Ombudsman may make a recommendation on your behalf to the Government, and if necessary, to the Legislature.

How much does it cost to have a complaint investigated?

There is no charge. All that is required is your sincerity and co-operation.

Can one be sure that the Ombudsman himself will see the complaint?

Yes. Although the Ombudsman is aided in his work by a highly skilled team of assistants, both initial complaints and ultimate reports are carefully scrutinized by the Ombudsman personally, and a decision is made by the Ombudsman as to the final disposition of a complaint.

* * *

The Ombudsman realizes that the Institution of our Government is, to say the least, very complicated, and therefore, quite often the workings of it are not always understood by every one of our citizens. Occasionally, some people feel that a decision or act of a Government Agency or Department is unfair, unjust or discriminatory towards them. However, people are not always sure that their complaint is valid, or how, or where to make it.

If in doubt, please feel free to contact the Office of the Ombudsman for further information. Your inquiry will be treated with the strictest confidence and you will be advised how to proceed.